

4 Convenient Ways to Order!



ONLINE www.TNinmatepackage.com



MAIL

Union Supply Direct, Dept. 400, P.O. Box 9018
Rancho Dominguez, CA 90224-9018



FAX

888-857-6219



PHONE

855-247-6091

CONVENIENT CUSTOMER SERVICE HOURS

8:00 AM - 11:00 PM (EST): MONDAY - FRIDAY
10:00 AM - 4:00 PM (EST): SATURDAY



*Now accepting: money orders, personal checks, visa, MC and Discover payments

By phone:

Call our Customer Service agents toll free at 855-247-6091 M-F 8AM - 11PM & Sat 10AM - 4PM (EST).

Your order will be held until full payment is made. If the order is not paid in full within a specific program ordering period, the order will be carried over to the next program period. Your order will ship when it is paid in full.

SALES TAX:

Actual sales tax may vary from the rate shown. Final tax rates are determined by the Tennessee Department of Revenue.

SHIPPING & HANDLING:

FREE shipping and handling on all orders.

RESIDENTS OF CORRECTIONAL INSTITUTIONS:

The items in this catalog have been approved by the State of Tennessee Department of Corrections. The prices listed in this catalog are good for 6 months beginning April 1 - September 30, 2015.

PACKAGE REGULATIONS:

Items must fit into one box with maximum dimensions of 2 x 2 x 1.5 feet. Televisions and fans are shipped in a separate box. Union Supply Direct assumes the responsibility to remove items at our discretion if they will not fit into one box. Package privileges are subject to change without notice.

PRODUCT:

All Items Must Have The Item Number, Quantity, Description, Size And Price Clearly On Your Order. We Do Our Best To Have All Products In Stock And Available For Purchase. In The Event That Product Ordered Is Discontinued, Out Of Stock, Or Restricted By The Facility, We Will Substitute With A Similar Item Of Equal Or Greater Value. If You Do Not Want Us To Substitute Items, Please Choose "No" To Substitutions On The Back Of Your Order Form. In The Event That Your Order Does Not Fit Into One Box, The Product Will Not Be Shipped And A Refund Will Be Issued To The Purchaser.

PAYMENT METHODS:

Union Supply Direct accepts the following forms of payment: credit card, personal check (must have customers name, address & phone # imprinted on it), money order (must be domestic, printed in the U.S.) or cash payment through ACE CASH EXPRESS®. We accept major credit and debit cards with the following logos: Discover, MasterCard, and Visa. There is no surcharge for using your credit card to make purchases with Union Supply Group. Please be sure to provide your exact credit card holder name, billing address, CVV code and the telephone number that your credit card issuer bank has on file for you. Layaway Program (For FRIENDS AND FAMILY ONLY) : Family and friends can place an order with us today via our website, fax, phone, or mail and activate your layaway plan. You can make weekly or monthly payments, and select the payment interval that best meets your needs. Our Layaway Plan provides a monthly statement that is sent to you the first of each month throughout the duration of your layaway plan. This is a free service at no additional cost to you. This plan allows you the flexibility to make any payment, any amount, at anytime. Multiple family members can pay for your order as well.

Layaway payments can be made in the following ways:

By mail:

Send to: **Union Supply Direct**
Attn: Layaway Plan Dept 99
PO Box 9018

Rancho Dominguez, CA 90224-9018

(Inmate Name and number must accompany each payment.)

RETURNS:

Used, abused or damaged items cannot be returned, exchanged or refunded. Please check all of your items upon receipt. If any of these items are found to be defective or damaged in shipping, please notify your Property Room officer to arrange a return or exchange. All products must come back to us directly from the facility. For security purposes, we cannot accept any product that has left the facility. You must return these goods within 30 days. All original boxes and packing material are required on any returned goods. These goods will be repaired or replaced at no cost to you. All merchandise that was ordered in error, for any reason, can be exchanged for \$5.00. All exchanges must be done within 30 days of purchase. Union Supply Direct is not responsible for refused items. Please ensure that the items you order are approved at your facility.

CUSTOMER SERVICE INQUIRIES:

Union Supply Direct
Attention: Customer Service Department
Dept 400 P.O. Box 9018
Rancho Dominguez, CA 90224-9018
TNcustomerservice@unionsupplydirect.com

TELEVISION RETURNS:

Clear Tunes Television Warranty Service Procedures
Union Supply Direct offers 180 day limited warranty service on all Clear Tunes televisions. SEE THE LIMITED WARRANTY ENCLOSED WITH YOUR PRODUCT FOR THE FULL TERMS OF YOUR WARRANTY. To return a defective Clear Tunes television within the 180 day warranty period, contact Union Supply Direct

Customer Service Department for a prepaid UPS call tag by phone at 866-404-8989 or by mail to PO Box 9018, Rancho Dominguez, CA 90224-9018. The return package must include: (1) the defective television; (2) a copy of the original receipt, (3) all of the accessories that came with the product, and (4) your full name, inmate number, facility name and physical address (no PO Boxes are accepted). Out of Warranty Service (where applicable, 181-365 days from original date of purchase): To return a defective Clear Tunes television within the out of warranty period, send the unit to Clear Inventions, Inc., 2320 E. 49th Street, Vernon, CA 90058. The return package must include (1), (2), (3) and (4) above and a check payable to Union Supply Group, Inc., in the amount of \$50.00 for return shipping and handling. If returned merchandise is found by Union Supply Direct or Clear Tunes, in their sole discretion, to not be defective or you do not meet all applicable requirements above, then your returned product will not be processed and the product may be returned to you. There is no repair or replacement service available after 365 days from the date of original purchase. SEE THE LIMITED WARRANTY ENCLOSED IN YOUR PRODUCT PACKAGING FOR THE FULL TERMS OF THE WARRANTY APPLICABLE TO YOUR CLEAR TUNES TELEVISION.

RCA Television Warranty Service Procedures

There is a 180 day warranty service on all RCA televisions. SEE THE LIMITED WARRANTY ENCLOSED WITH YOUR TELEVISION FOR THE FULL TERMS OF YOUR WARRANTY. To return a defective RCA television within the 180 day warranty period contact Union Supply Direct Customer Service Department for a prepaid UPS call tag by phone 866-404-8989 or mail PO Box 9018, Rancho Dominguez, CA 90224-9018. The return package must include: (1) the defective television; (2) a copy of the original receipt, (3) all of the accessories that came with the product, and (4) your full name, inmate number, facility name and physical address (no PO Boxes are accepted). Out of Warranty Service (181-365 days from original date of purchase): Please see the Limited Warranty enclosed with your product for the return requirements and procedures from 181 to 365 days from the date of original purchase. If returned merchandise is found by Union Supply Direct or RCA, in their sole discretion, to not be defective or you do not meet all applicable requirements above, then your returned product will not be processed and the product may be returned to you. There is no repair or replacement service available after 365 days from the date of original purchase. SEE THE LIMITED WARRANTY ENCLOSED IN YOUR PRODUCT PACKAGING FOR THE FULL TERMS OF THE WARRANTY APPLICABLE TO YOUR CLEAR TUNES TELEVISION.

WARRANTY INFORMATION

All items are covered by the manufacturer's warranties as stated on or inside the products you have purchased. Please refer to these details in regards to your purchase. Please send your product directly to the manufacturer for warranty service. Some addresses have been listed below for your convenience.

CASIO PRODUCTS TECHNICAL SUPPORT

1-800-634-1895

REPAIR INFORMATION

1-800-706-2534

AUTHORIZED SERVICE CENTER:

Digitron Electronics
7801 Telegraph Road Suite D
Montebello, CA 90640
323-887-0777

CLEAR INVENTIONS/CLEAR TUNES

2320 E. 49th Street
Vernon, CA 90058

KOSS CORPORATION

4129 N. Port Washington Ave.
Milwaukee, WI 53212-1-029
1-800-USA-KOSS

PANASONIC COMPANY WEST

6550 Katella Avenue
Cypress, CA 90630
1-800-545-2672

RCA/GE CONSUMER ELECTRONICS INC.

For RCA Television Information
See Paragraph Above

SANGEAN AMERICA INC.

Service Department
9900 Jordan Circle
Santa Fe Springs, CA 90670

SONY DIRECT RESPONSE

12451 Gateway Boulevard
Fort Myers, FL 33913

TIMEX

Hot Line Watch Service
1-800-448-4639



Tennessee Facility Package Ordering Schedule

Please review this ordering schedule of when you are allowed to receive a package at your facility. **PACKAGES ORDERED OUTSIDE THE DESIGNATED ORDERING MONTHS WILL BE REFUSED BY THE FACILITY.**

	FACILITY	INMATE CUSTODY/LAST NAME/TDOC #/UNIT	DESIGNATED ORDERING MONTH
1	West Tennessee State Penitentiary	Minimum Restricted, Minimum Direct, Minimum Trustee	January, May, July, October
		Close, Maximum	February, August
		Medium	March, June, September, November
2	Bledsoe County Correctional Complex	Unit 21, 22, 23	January, April, July, October
		Unit 1, 2, 3, 4, 5, 6, 17, 18, 19, 20, 24A, 24B, 28A,	February, May, August, November
		Unit 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 25A, 25B, 28B	March, June, September, December
3	Northwest Correctional Complex	Minimum	February, May, August, November
		Medium	March, June, September, December
		Close/Maximum	April, October
4	South Central Correctional Facility	Minimum/Medium	1 Package may be ordered every three months from the date of the last package received
		Close/Maximum	March, September
5	Northeast Correctional Complex	Medium/Minimum	1 Package may be ordered every three months from the date of the last package received
		Close	1 Package may be ordered every three months from the date of the last package received
6	Whiteville Correctional Facility	Last Number of TDOC# 0, 1, 2, 3	January, April, July, October
		Last Number of TDOC# 4, 5, 6	February, May, August, November
		Last Number of TDOC# 7, 8, 9	March, June, September, December
7	Turney Center Industrial Complex	Minimum Restricted, Direct, Trusty	January, April, July, October
		Medium	February, May, August, November
		Close/Maximum	March, September
		All Custody Levels	*No orders in June and December
8	Lois M. DeBerry Special Needs Facility	Minimum	January, April, July, October
		Medium	February, May, August, November
		Close/Maximum	July, December
9	Mark H. Lutterell Correctional Center	Minimum	February, May, August, November
		Medium	March, June, September
		Close	April, October
10	Morgan County Correctional Complex	Unit 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 21	February, May, August, November
		Unit 17, 18, 19, 27	March, June, September, December
		Unit 22	April, July, October
		Unit 23, 24, 25, 26	April, October
11	Riverbend Maximum Security Institution	Minimum/Medium	January, April, July, October
		Close	February, August
		Maximum	March, September
		Death Row	February, May, August, November
12	Hardeman County Correctional Facility	Last Name Letter A, B, C, D, E, F, G	January, April, July, October
		Last Name Letter H, I, J, K, L, M, N, O, P	February, May, August, November
		Last Name Letter Q, R, S, T, U, V, W, X, Y, Z	March, June, September, December
13	Charles Bass Correctional Complex	Minimum/Medium	1 Package may be ordered every three months from the date of the last package received
14	Tennessee Prison For Women	n/a	1 Package may be ordered every three months from the date of the last package received



TENNESSEE INMATE PACKAGE ORDER FORM

Order online at
www.TNinmatepackage.com

WAIT! DID YOU READ PAGE 1 OF THE CATALOG TO VERIFY WHEN YOU ARE ALLOWED TO RECEIVE A PACKAGE?
PLEASE REVIEW THE ORDERING SCHEDULE BEFORE SUBMITTING YOUR ORDER!

To:

COMPLETE IN BLACK OR BLUE INK ONLY

INMATE NAME

MALE

INMATE NUMBER

FEMALE

INSTITUTION NAME (NO ABBREVIATIONS)

HOUSING UNIT/BED/DORM

INSTITUTION ADDRESS

PO BOX #

TN

CITY

STATE

ZIP

YES, I WOULD LIKE TO RECEIVE CATALOGS IN THE MAIL

From:

NEW CUSTOMER

EXISTING CUSTOMER (UPDATE INFORMATION)

EXISTING CUSTOMER

SENDERS NAME

E-MAIL (YOUR INVOICE AND ANY IMPORTANT INFORMATION WILL BE E-MAILED TO YOU)

ADDRESS

DAYTIME PHONE #

CITY

STATE

ZIP

YES, I WOULD LIKE TO RECEIVE CATALOGS IN THE MAIL

PAYMENT METHODS:

CASHIER'S CHECK FACILITY CHECK PERSONAL CHECK* MONEY ORDER* MASTERCARD VISA DISCOVER
 LAYAWAY (AVAILABLE FOR FAMILY AND FRIENDS ONLY)

LAYAWAY PROGRAM For Friends and Family Only.

Family and friends place your order with us today to activate your layaway plan. Make weekly or monthly payments; select the payment interval that best meets your needs. A monthly statement will be sent to you the first of each month throughout the duration of your plan. This is a free service; there is no additional cost to use Layaway. This plan allows you the flexibility to make any payment, of any amount, at anytime. Multiple family members can pay for the order as well. See the front of your catalog for more information. Your order will be held until full payment is made. If the order is not paid in full by the end of the catalog period, it will be carried over to the next catalog period. Your order will ship when it is paid in full.

* Please make all Checks or Money Orders payable to Union Supply Direct. All personal checks must have Name, Address & Phone Number imprinted on the check

Card Type:	Card will be charged	What happens when your order is placed?	Additional Information:
Credit*	When order ships	There will be a hold on your credit card for the amount of the order at the time the order is placed.	The hold on your card will be removed and your card will be charged at the time the package ships.
Debit*	When order ships	There will be a hold on your debit card for the amount of the order at the time the order is placed.	A positive balance must be kept in the account until the package ships at which time your card will be charged.
Prepaid*	When order is taken	Funds are deducted from your card and placed on hold at the time the order is placed.	A positive balance must be kept in the account until the package ships at which time your card will be charged. Additional time will be needed to process refunds

*We accept major credit/debit cards and prepaid cards with Visa or MasterCard logo

IF PAYING BY CREDIT CARD, PLEASE COMPLETE THE FOLLOWING INFORMATION:

CREDIT CARD NUMBER

EXPIRATION DATE

LAST 3 DIGIT (CID) CODE

ON BACK OF YOUR
CREDIT CARD



Validation #

CARDHOLDER'S NAME (MUST MATCH SENDER'S NAME) (PLEASE PRINT)

DAYTIME PHONE #

CARDHOLDER'S ADDRESS (MUST MATCH SENDER'S ADDRESS) U.S. ADDRESS ONLY

ZIP CODE

CARDHOLDER'S SIGNATURE

DATE

Convenient Customer Service Hours:

Monday thru Friday: 8:00 AM - 11:00 PM (EST) • Saturday: 10:00 AM - 4:00 PM (EST)

TNTIP11/8212845

QTY	ITEM#							DESCRIPTION/COLOR	SIZE	PRICE	TOTAL
	1	2	3	4	5	6	7				

*Please list your alternate item substitutions here in the event an item is discontinued, out of stock or restricted at your facility. (Incluya articulos de reemplazo en caso que alguno se encuentre descontinuado, fuera de almacen o sea restringido por el instituto.)

1											
2											
3											

TENNESSEE SALES TAX RATE BY FACILITY* (Sales Tax Rate In Decimal Form For Calculation, Example: 5.5% = .055)

TAX RATE (DECIMAL FORM)	FACILITY
8.5% (.085)	Northeast Correctional Complex
9.25% (.0925)	Bledsoe County Correctional Complex, Charles Bass Correctional Complex, Lois M. DeBerry Special Needs Facility, Mark H. Luttrell Correctional Center, Riverbend Maximum Security Institution, Tennessee Prison for Women
9.75% (.0975)	Carter County Annex, Hardeman County Correctional Center, Morgan County Correctional Complex, Northwest Correctional Complex, South Central Correctional Center, Turney Central Industrial Complex, West Tennessee Penitentiary, Whiteville Correctional Facility

WAIT!
Did you read Page 1 of the catalog to verify when you are allowed to receive a package? Please review the ordering schedule before submitting your order!

Sales tax is required by the State of Tennessee. State and local taxes vary by the location of each facility. Please see chart above for your specific tax rate. Actual sales tax may vary from the rate shown, and final tax rates are determined by the Tennessee Department of Revenue. Please visit our website for the current tax rate which will be applied to your order.
*ACTUAL SALES TAX MAY VARY FROM THE RATE SHOWN. FINAL TAX RATES ARE DETERMINED BY THE TENNESSEE DEPARTMENT OF REVENUE.

SUBTOTAL	
SALES TAX* = Subtotal x Tax Rate (Use decimal form in tax chart to the left)	

We do our best to have all items in stock and available for purchase. In the event that any item ordered is discontinued, out of stock or restricted at your facility, we will substitute with a similar item of equal or greater value. If you want specific substitute items, please provide them above.
 Check here if you do not want any substitutions and a refund will be issued to the purchaser.

SHIPPING & HANDLING	FREE
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Reminder: Please read the order information on the first page of the catalog. The details will help you understand the ordering process, return policy and warranty information for electronics.

TOTAL	
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Se Habla Español



Dept 400, P.O. Box 9018, Rancho Dominguez, CA 90224-9018
Toll Free Phone Llame Gratis: 855-247-6091 • Toll Free Fax Fax Gratis: 866-401-5085